

METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER ASSISTANCE

Abstract of the Disclosure

5 A system and method for incorporating software modules into a website or other
information source that is searchable and updateable, which helps to create a dynamic
user assistance environment. The system searches based on context/category sensitive
natural language requests. This dynamic environment becomes “smarter” over time and
will track questions and answers by a number of methods to assure the answers are up to
10 date and that there is a high confidence match for the user’s inquiry. The entire
collection of data resides in a centralized location where the information can be
leveraged to answer a user’s question and aid in the creation of question/answer pairs
for later use. Additionally, the assistance system supports a method for incorporating
new informational content and answers to unanswered questions, for example by
15 authorized support persons, that are categorized and stored in the existing system for
later reference and use.

20 PATENT

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